

Lost Child or Vulnerable Adult procedure

Last review: February 2026

Due for review: February 2027

All staff to be briefed prior to the event with the following guidelines.

Accommodation

All found Child (C) or Vulnerable Adult (VA), unless their guardian can promptly be identified, should be taken to the Volunteer Hub.

2025 Volunteer Hub location: The Music School, Palace Green

The Site Lead and/or Festival Director should be notified immediately.

Any notification of a missing C or VA should be made to the Site Lead and Volunteer Hub. The guardian **may** be best kept where the C or VA was last seen.

The child will be reassured and the following questions will be asked, without pressuring the child, to gather more information:

- Ask who were they with? Who accompanied them today?
- Their parents/ guardians names
- Ask if they know any contact numbers for the persons they were with or other family members/ friends that may help
- Do they have a mobile phone on them, which they could use to attempt to make contact?
- Ask where and when they were last together
- Ask what they were doing to help you identify where the parents might be
- Ask what the parents are wearing
- Ask if they know what the parents plans were/ are
- If the child is calm and it is appropriate to do so, further details may be obtained, such as address and other relatives' details.

An announcement can be considered to be made from the PA asking their parents/ guardians to go to the box office/ticketing area.

The name of the child must not be announced over the PA or radios. Example: 'Can Mrs Brown attend the control point'

A search system can be considered to look for the relatives of the found child if appropriate

Staffing

It is good practice to have two people to care for any lost C or VA, and both ideally will have been subject to a DBS check through their normal roles outside of the Festival.

General Care Guidelines

Children should not be left in the sole care of one person.



No food or drink, except plain water should be given to children/vulnerable adults in case of allergies.

Reclaiming C or VA

The person claiming a child should complete a form to include their name and address and relationship to the child and will show a form of identification, always bearing in mind that if the child is unsure or reluctant to be taken by the person collecting them, then further confirmation will be required of the relationship to the child/ person before handing him or her over.

The person should be a competent adult.

All Staff looking after children are expected to:

Respect the wishes of a child as you would an adult, you must not impose yourself on them.

Remember that children regard adults as role models and ensure your behaviour, language, gestures etc. are appropriate and above reproach.

Prevent any other member of staff or member of the public from putting any child in a situation in which there is a significant risk to their health and safety. Be prompt, calm, assured and professional.

Lost Vulnerable Adults

(Example: an adult who has become separated from their family/friends/guardian) Lost adults who become detached from their friends or family will either make themselves known to staff or a staff member may become aware of them.

- The staff member will make a call to the Volunteer Hub in case the person's friends or family have already made contact.
- A brief search of the area can be carried out with the lost person to assist in locating friends or family.
- If the immediate search is unsuccessful the staff member can then escort the lost person back to the Volunteer Hub, where the Site Lead will be informed and take appropriate action, such as assisting with making phone calls or a public announcement, if appropriate.

Missing People

When a person has been reported as lost/missing the following details of the missing person are to be obtained, recorded and passed to the Volunteer Hub by an agreed communication system:

- Name and age
- Male or Female
- Ethnicity
- Hair Colour
- Height
- Glasses (Yes/No)
- Colour and type of clothing
- Length of time missing
- Circumstances under which went missing
- Area where last seen
- Does the individual have a mobile phone, if so what is the number



- Is the individual disabled or does he/she have Additional Needs
- Any other vulnerability
- Any other identifying features
- Anywhere the missing persons favours to go/ is likely to go or people they may contact
- What the missing person enjoys doing
- Any medication

If the missing person is a child this incident takes priority. Parents, accompanied by a steward/ member of staff, should remain **in the area where the child was last seen.**

The Site Lead will pass the relevant information to all staff via an agreed method of communication. All staff should undertake a search of their areas. In perimeter areas, staff are asked to report on any such child leaving the event site and if necessary stop anyone they think might be the missing child from leaving.

Once a child is located they are to be reunited with their parents/guardians and full details to be recorded.

Once a missing person has been found, Site Lead will advise all staff who will resume their normal duties.

Police should be contacted after 20-30 minutes of a person being reported missing in all circumstances – immediately if considered vulnerable

Always contact the Police immediately in any of the following circumstances

- If the child/missing person has made any allegations
- If there are any concerns for the missing/ found persons welfare
- If the found person is hesitant or unwilling to go with the person collecting them
- If the person reported missing is considered vulnerable in any way